

Vietnam Anti-TIP Hotline News

Vol. 2

News Letter for Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors



Topics

- What kind of counseling services the Call Centers provide? Interview to Hotline counselors.
- Organized Inter-Agency Working Team (IAWT) Meeting

Anti-TIP Hotline run Facebook site. Users can make phone call, chat and inform location information without direct call. Please disseminate the Anti-TIP Hotline Facebook !

What kind of counseling services the Call Centers provide?

Interview to Hotline counselors.

The Project supports improvement of Anti-TIP Hotline counseling in the Operation Center in Hanoi (24 hours), Da Nang Regional Call Center (7:00-19:00) and An Giang Regional Call Center (7:00-21:00).

What are the contents of counseling services which the Call Centers provide? We interviewed to Hotline counselors.

Please introduce the detailed contents of counseling you provide.

The Call Centers received totally 2,010 calls in 2018. 1,344 calls (67%) of them are to request the information provision of Hotline and most of the callers asked about the functions, services provided and service time of Hotline. In addition, some callers ask where there are working opportunities abroad and information about recruitment agencies.

About 10% of total calls (195 calls) are to request information about Anti-TIP measures including calls from families and relatives to ask police to search for missing persons and calls from the victims. In fact, the number of calls from families are more than the calls from victims themselves, and victims often inform family members their location using SNS. In addition, there are some information provision about abduction in the region. Furthermore, some callers request information of the necessary document procedure for international marriage, and information of the office in charge of this matter.

What are the contents of counseling?

In case of request for searching missing persons, we provide information on how to contact to Police and Border Guard Command and the process before being rescued. If counselors connect calls to police or Boarder Guard Command, we classify the calls as “referral”.

Regarding information provision on employment opportunities, some callers request information on how to check reliability of agencies in addition to request information of recruitment agencies. Most of such agencies are located in Vietnam.

In case of international marriage, we also check together if callers’ cases contain some concerns or worries.

Some callers inquire what kind of support they can receive, and some callers receive psychological counseling.



The Operation Center in Hanoi
(Photographed by Ministry of Labour, Invalids and Social Affairs: MOLISA, Counseling and Communication Service Center : CCCS)

Outline of the Project

Overall Goal

Appropriate referral of TIP survivors and risk individuals is promoted at the regional level.

Project Purpose

Anti-TIP Hotline operation is strengthened at the regional level.

Output

1. Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels.
2. Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized.
3. Public awareness of Anti-TIP Hotline is raised nationwide.

What are the “difficult cases”?

There are two broad categories: the first one is the cases which are difficult to refer. There are some cases that we cannot get enough information such as the location of the victim, even when victims themselves or their families make phone calls. In such cases, relevant institutions also cannot take actions. Although we ask “please make phone call again whenever you can”, sometimes cases do not make phone calls again.

The other kind is the cases in which victim identification is difficult. Even though we want to help survivors (former victims and contain the meaning of “who got through the difficult situation”) and policies to support survivors already exist, there are cases in

which victims are not classified as “victims” due to the lack of information.

Is there anything that you want to do further?

From this year, Hotline counselors are in charge of not only work at the Call Center, but also directly provide survivors with psychological support and therapy. The Hotline supports TIP survivors as well as children as Child Helpline.

We also concern whether survivors are socially recovered after their return to communities of origin. Direct psychological support is what we wanted to offer since before, so we will make due effort.

Inter-Agency Working Team (IAWT) held a meeting

On 11th of April 2019, the Inter-Agency Working Team (IAWT) Meeting was held at Department of Child Affairs (DCA). Hotline provides not only information and counseling but also referral services to rescue survivors in collaboration with Ministry of Public Security (MPS), Boarder Guard Command (BGC) and other relevant agencies. Vietnam Women's Union (VWU) has their network from central to the commune level and is in charge of communication activities to prevent TIP stipulated in the National Plan of Action on Counter Human Trafficking (2016-2020). Therefore, inter-agency coordination is indispensable.

Thus, the Project proposed “Annual Plan of

Inter-Agency Working Team 2019” based on the initiatives of each relevant agencies to conduct Anti-TIP activities in collaboration with MPS, BGC and VWU and the Annual Plan was approved in the IAWT meeting on 11th of April.

In the meeting, the members made many positive comments on future cooperation, and it was shown that the necessity for inter-agency coordination and the high expectations for the Hotline from the members. At the same time, we recognized that the relevant agencies need more detailed information on the content and trends of consultation received by the Hotline, therefore the meeting became a good opportunity for the DCA to share the present status of the Hotline.

IAWT Annual Plan 2019 (Abstract)

April-June

- Conduct Baseline Survey
- Revise Operational Guidelines for Hotline counselors
- Procure Hotline equipment and upgrade software
- Expand E-directory including referral contacts of all communes in the country.

June

- Conduct seminar for DOLISA focal point

July

- Conduct training for Hotline counselors and VWU's Anti-TIP communicator
- Communication activities for World Anti-TIP Day on 30 July in collaboration with relevant agencies.

September-November

- Evaluation of the implementation of “Decree Stipulating in Detail a Number of Articles of the Anti-Human Trafficking Law (Decree No. 09)”

October and after

- Conduct various communication activities in collaboration with relevant agencies



Leaflet of Call Center has been revised !

Upcoming Activities

The Project started activities in the field since April. Baseline Survey has started and the Project is preparing for many activities including training and workshops to be implemented from June to August.

Plans in April and May

- Order of equipment to be procured and upgrading software.
- Conduct Baseline Survey
- Expand E-directory
- Revise Operational Guidelines for Hotline counselors
- Prepare seminar for focal point of Department of Labour, Invalid and Social Affairs (DOLISA) to be held in June
- Prepare PR materials for World Anti-TIP Day scheduled on 30th of July.

This newsletter lists the progress of the project, the surrounding information, and the views of JICA experts. It is not an official view of JICA and counterparts.

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Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Masako IWASHINA
Atsushi SANO
Takayuki KURITA

Chief advisor
Project coordinator
IT / Procurement of equipment